

Tulip Medical Products, Inc. Return, Refund, and Warranty Policy (2026)

This Return and Refund Policy governs the return of products purchased from Tulip Medical Products, Inc. (“Tulip,” “we,” or “our”). By purchasing from Tulip, the customer (“Customer,” “you”) agrees to comply with the terms and conditions set forth below.

Returned Merchandise Authorization Requirement

Prior to returning any product, Customer must obtain a Returned Merchandise Authorization (“RMA”) number issued by Tulip. RMAs are valid for thirty (30) calendar days from the date of issuance. Products returned without a valid RMA will be refused, and any associated costs or redirection fees shall be the sole responsibility of the Customer. [Unless otherwise prohibited by law, a twenty percent \(20%\) restocking fee will apply to all approved product returns.](#)

Eligibility for Returns, Credits, or Refunds

To qualify for return consideration, products must be returned in original, undamaged, and sterile (where applicable) packaging, with all original components included. Single-use products and kits are eligible for return only if every component remains unused and sealed in sterile packaging. [Requests for return, refund, or credit must be made within thirty \(30\) days from the invoice date. Returns received outside this window will not be accepted.](#) Tulip reserves the right to inspect all returned products and determine, in its sole discretion, whether a product qualifies for refund or credit.

Products Damaged in Shipment

Customer must inspect all shipments immediately upon receipt. [In the event of shipping damage, Customer must photograph all packaging and product damage and notify Tulip within one \(1\) business day of receipt. Failure to report damage within this timeframe may result in denial of a damage claim.](#)

Warranty Returns

If Customer believes a product may be defective due to workmanship or materials, Customer shall review Tulip’s Limited Warranty terms at <https://tulipaesthetics.com/pages/support-ifus-warranties/more>. Warranty eligibility is determined solely by Tulip in accordance with its Limited Warranty.

Return Procedure

[Once an RMA is issued, Customer shall return product\(s\) in original packaging. Returns lacking original packaging may incur a repackaging fee of \\$50–\\$100 per item, subject to Quality Assurance review.](#) The assigned RMA number must be clearly marked on the exterior of the shipping carton. Products must be packaged securely, and Customer bears full responsibility for any damage resulting from improper packaging. Shipments must be sent via a carrier providing parcel tracking. While insurance is not

required, Tulip shall not be liable for lost or stolen return shipments. Tulip does not issue prepaid return labels. All returned items are subject to inspection and verification by Tulip's Quality Department. No refund, replacement, or credit shall be issued until inspection is completed and acceptance confirmed. RMAs expire thirty (30) days from issuance. Returns received after expiration will be rejected.

Refused or Undeliverable Shipments

Orders may not be canceled once shipped. **Refused deliveries or shipments deemed undeliverable will be subject to a twenty-five percent (25%) restocking fee, as well as applicable outbound and return freight charges.**

Limitation of Liability

Tulip's liability relating to returned products shall not exceed the original purchase price of the product. Tulip shall not be liable for consequential, incidental, indirect, or special damages.

Policy Authority

Tulip reserves the right to evaluate any return request, refuse returns not meeting policy requirements, and modify or update this policy at any time without prior notice, to the extent permitted by law.

Return Address

RMA # _____ Tulip Medical Products, Inc. 4360 Morena Blvd., Suite 100 San Diego, CA 92117
Phone: 858-270-5900